

Improving the Usability of O*NET

The National Academies
Division of Behavioral and Social Sciences and Education
Washington, D.C., April 17, 2009

Scott Butler
scott@TheUsabilityTeam.com
330-348-1619

Is O*NET Usable?

- The title of this talk begs the question. (i.e., Improving the Usability of O*NET)
- Is O*NET usable?
 - By whom?
 - For what?
- Perhaps O*NET is usable enough.

Usability

The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use.
(ISO 9241-11)

Usability

The extent to which a product can be used by **specified** users to achieve **specified** goals with effectiveness, efficiency and satisfaction in a **specified** context of use.
(ISO 9241-11)

Usability is not arbitrary.

Usability

The extent to which a **product** can be used by specified **users** to achieve specified **goals** with effectiveness, efficiency and satisfaction in a specified **context of use**.
(ISO 9241-11)

Independent variables are specified

Usability

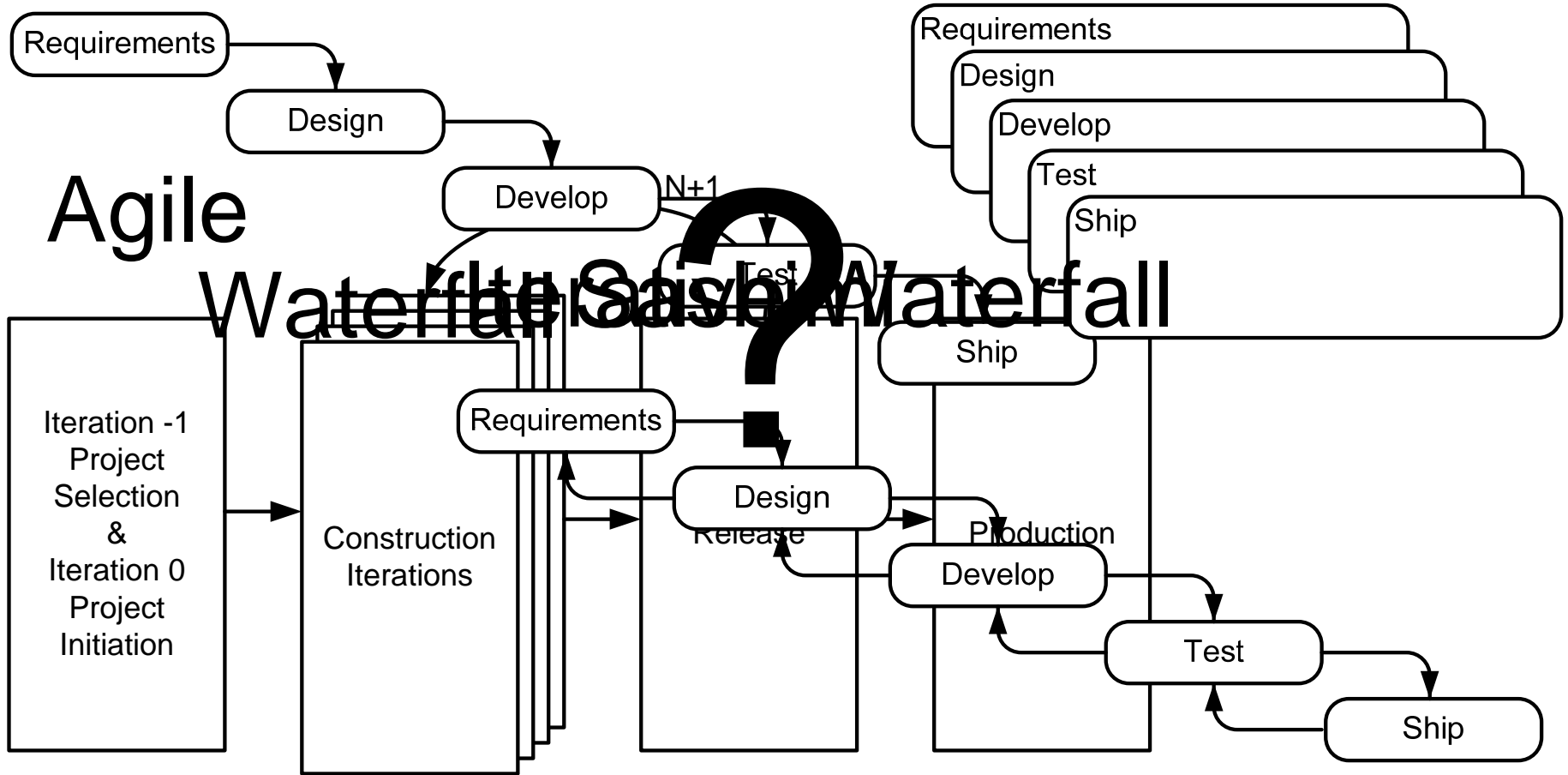
The extent to which a product can be used by specified users to achieve specified goals with **effectiveness**, **efficiency** and **satisfaction** in a specified context of use.
(ISO 9241-11)

Dependent variables too

Usability Methods

- Quite similar to BSOS experimental methods: choose the appropriate method to test the effect of treatments on outcomes.
- Deployment dependent upon organization's development process, current phase, body of knowledge, and business priorities.

Development Processes



Lifecycle Activities

Plan

Task Analysis

User Analysis

Competitive Analysis

Interviews

Focus Group

Develop

Whiteboard Design

Sessions

Paper Prototypes

Storyboards

Expert Reviews

Usability Tests

Design Guidelines,
Patterns

Deploy

User Surveys

After Action

Review

“Just tell us what to do!”

- Hire a usability professional
- Become a usability professional yourself
- For the DIY crowd:
 - Interview your users
 - Conduct participatory design sessions
 - Create prototypes
 - Perform usability tests
 - Knock on wood.